



COMMUNICATIONS SPECIALIST

Communications Specialists, commonly referred to as 9-1-1 dispatchers or police dispatchers, are essentially the first responders in an emergency situation. The position of Communications Specialist is a challenging and rewarding position requiring an individual with a unique attitude and aptitude for the profession. The position offers the employee an opportunity to contribute to the public safety and welfare of the community. It is not uncommon for an applicant to focus solely on the positive potential contributions that can be made while in this position. It is extremely important that the applicant is aware of all aspects of the position. Some aspects of this position may not be necessarily desirable and/or may not suit the applicant's lifestyle. Please review the following job description and working environment description carefully prior to testing for this position.

APPLICATION PROCESS

The application and hiring process to fill the position is a competitive process. While applications are accepted on an ongoing basis until all vacant positions are filled, all applications received within a calendar month will be evaluated and scored; applicants will be tested utilizing a computerized skills assessment, and given a ranking within the list of applicants for that month. Applicants passing the skills assessment will be scheduled for an oral board interview on the 2nd Saturday of the following month.

Application/Oral board schedule:

Application/test during month of January or before	Oral board on February 8
Application/test during month of February	Oral board on March 8
Application/test during month of March	Oral board on April 12

Once the application has been received and screened for minimum qualifications, the applicant will be contacted via email and/or telephone and scheduled for a computerized skill assessment test.

Applicants must meet minimum requirements (see attached Job Description) and receive an invitation/appointment to take the computerized skills test.

Selection Process:

- 1.) Application (include signed job description acknowledgement and 35 **net** wpm typing certificate)
- 2.) Screening for minimum qualifications
- 3.) Computerized skills assessment examination

- 4.) Communications Center Operations Observation (approximately 2 hours)
- 5.) Oral board
- 6.) Background investigation (to include AZ POST PH Form)
- 7.) Polygraph examination
- 8.) Medical/physical examination
- 9.) Pre-employment drug testing

Applications are available at the City of Cottonwood, Human Resource Department, 816 N. Main St., Cottonwood, AZ 86326 or on line at www.cottonwoodaz.gov.

Applications should be delivered to City of Cottonwood, Human Resources, 816 N. Main St., Cottonwood, AZ 86326. (928) 340-2713.

Typing Certificate Instructions

A typing certificate must be submitted with your application. The Cottonwood Police Department Communications Specialist position requires 35 net words per minute.

Typing certificates may be obtained at:
The Department of Economic Security-Job Service
1500 E. Cherry St.
Cottonwood, AZ 86326
(928) 634-3337

DES-Job Service offers a free, self-serve typing certification program. You must take your City of Cottonwood application and identification with you. You may select the test topic of your choice. The certificate must show your name, date, and net speed. DES employees will attach your certificate to your application upon completion.

You may opt to use another typing certification resource. The applicant is responsible for any possible fees charged for the service. If you already have an official typing certificate issued within the last 12 months, you may submit the certificate with your application and re-testing is not required.

Computerized Skills Assessment Test

Applicants meeting minimum requirements will be invited to take a computerized skills assessment test. Applicants will be required to show photo ID upon arrival for testing. The skills assessment evaluates the applicant's data entry abilities by assessing keyboarding speed and accuracy; ability to correctly apply information to appropriate fields; ability to multi-task; ability to prioritize emergency and non-emergency calls for service; follow complex written or audible directions, and answer questions that demonstrates the applicant's ability to learn and apply information, reading comprehension, ability to use situational judgment, and reasoning ability.

Communications Center Operations Observation

Applicants successfully passing the computerized skills assessment test will be scheduled for a 2 hours communications center operations observation. Applicants will be required to show photo ID upon arrival for communications center observation. All visitors entering the communications center are required to submit to a wants/warrants check.

Oral Board

Following the communications center operations observation, the applicant will be scheduled for an oral board interview. The applicant will be interviewed by a panel of department employees and answer questions related to work ethic, character, and integrity.

Background and Polygraph

The Cottonwood Police Department holds its employees to the highest standards. Communications Specialist applicants are required to submit to a background and polygraph test consistent with the standards established for sworn officers by the Arizona Peace Officer Standards and Training Board. Applicants must answer questions truthfully regarding drug use, criminal history, and driving history. Applicants are encouraged to review the background application online at <http://www.azpost.state.az.us/>.



Job Description
Job Code: 157
Range: 15

COMMUNICATIONS SPECIALIST

DEFINITION: Under close to general supervision, provides a link between citizens in need of assistance with police and fire services; coordinates and logs the activities associated with providing such service; accesses and provides information transfer to and from field units where telephone or an ACJIS terminal is required; provides emergency communications in the form of 9-1-1 services to the City of Cottonwood and surrounding communities; and performs related duties as assigned.

CLASSIFICATION: This is a non-exempt, full-time, classified position with full benefits.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this classification.

TASKS:

Records inquiries (e.g. registration, driver's license, drivers history, wanted persons, stolen property, etc.); provides criminal history information from the Arizona Criminal History systems in either automated or hard copy format; provides national crime history and logs data (e.g. FBI number print of criminal history, etc.); pulls and releases sex offender tracking and information in accordance with Arizona Revised Statutes; enters records into manual and automated systems.

Takes telephone messages for department employees; transfers calls to appropriate offices; releases call times to appropriate offices; gathers calls for service information; routes calls to proper jurisdiction; processes calls out for dispatch purposes (i.e. wrecker call outs); processes telephone requests for ambulance on medical services; re-contacts hang-ups to ensure no emergency existed.

Processes police radio calls for the Cottonwood, Clarkdale, Jerome, State Parks and other contracting agencies; while receiving call information via the telephone, must enter information into CAD system and quickly assigns calls for service: update unit activities.

Upon completion of the required certification and probation, and under general direction, may serve as a primary trainer for new or returning dispatchers and evaluate their performance; teach new dispatchers the policies, procedures and job tasks associated with the Communications Specialist classification while fulfilling all duties associated with the Communications Specialist position; oversees operations of the Communications Division in the absence of the Communications Supervisor; provides leadership and supervision in the absence of the supervisor; may be responsible for work schedule, scheduling of overtime, comp time, sick leave, vacation leave, etc.; alters work schedules and calls employees back to duty as required; and performs related duties as assigned.

KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:

Knowledge of the policies and procedures of the Cottonwood communications division.
Knowledge of the principles and practices of the Arizona Criminal Justice Information System (ACJIS).
Knowledge of the principles and operations of electronic data processing.
Knowledge of the Spillman System computer software.

Knowledge of the code system used by the Cottonwood Police/Fire Departments.
Knowledge of current practices, methods, and techniques used in emergency dispatching.
Skill in developing and maintaining effective interpersonal relations.
Skill in maintaining a calm demeanor during crisis situations.
Skill in analyzing data and drawing valid conclusions.
Skill in maintaining manual and automated records while handling emergency situations.
Skill in maintaining currency on current practices, methods, and techniques used in emergency dispatching.

PHYSICAL REQUIREMENTS:

Must be able to sit or stand for extended periods of time; Must be able to multi-task such as typing while answering phones; Must be able to visually observe and interpret data displayed on multiple dispatch computer monitors comprised of several windows per monitor; Must be able to hear radio and telephone conversations at an appropriate level so as to not cause radio interference; Must possess the ability to be clearly understood when speaking.

Working Environment:

- Unable to leave work area, other than for short restroom breaks
- Unable to schedule routine meal or rest breaks
- Work various shift hours such as 8, 10, or 12 hour shifts
- Must be able to work day, swing, or night shift, weekends, and holidays
- Limited or no control over which shift you may be assigned to work
- Schedule changes with limited notice; overtime may be required
- Tactfully answer telephone calls from callers screaming at you or using obscenities
- Respond to calls involving violent crimes, crimes involving children
- Make quick decisions that may affect a person's safety
- Control emotions while dealing with incidents involving serious injury and/or death.
- Receive daily critique of your job performance
- Work in area of limited mobility
- Work at rapid pace for extended periods of time, then experience periods of time of slow activity
- Work within a structured "chain of command" organization
- Willing to learn new procedures and technologies

MINIMUM QUALIFICATIONS:

- 1.) Must be a citizen of United States or legal to work in United States.
- 2.) Must have at least one (1) year of customer service related work experience.
- 3.) Must type at a minimum of 35 correct words per minute.
- 4.) Must have high school diploma or equivalent.
- 5.) Must be 18 years of age or older.
- 6.) Must meet Physical Requirements.
- 7.) Must read and sign job description acknowledgement.

ADDITIONAL REQUIREMENTS: If selected and hired as a Communications Specialist, employees may not be permitted to test or apply for other positions within the Cottonwood Police Department until a minimum of 2 years have passed from the date of hire (e.g. Communications Specialist to Police Officer, etc.).

Job Description Acknowledgement
(Submit with application)

I have read and considered each job task, definition, and/or description prior to testing for the position. I understand that if selected and hired as a Communications Specialist, I may not be permitted to test or apply for other positions within the Cottonwood Police Department until a minimum of 2 years have passed from my hire date.

Signature

Date

Printed Name

A - ADAM

B - BOY

C - CHARLES

D - DAVID

E - EDWARD

F - FRANK

G - GEORGE

H - HENRY

I - IDA

J - JOHN

K - KING

L - LINCOLN

M - MARY

N - NORA

O - OCEAN

P - PAUL

Q - QUEEN

R - ROBERT

S - SAM

T - TOM

U - UNION

V - VICTOR

W - WILLIAM

X - X-RAY

Y - YOUNG

Z – ZEBRA

BLACK BLK

BLUE BLU

BROWN BRO

COPPER CPR

CREAM CRM

GOLD GLD

GRAY GRY

GREEN GRN

ORANGE ONG

PINK PNK

PURPLE PLE

RED RED

TAN TAN

WHITE WHI

YELLOW YEL